



Greenheart

Work and Travel Program - Employer Information W_T-Summer 2025

Canobie Lake Park Amusement Park, Salem, NH
October 31, 2024

Employer Information

Company Name: Canobie Lake Park Amusement Park

Website: www.canobie.com

of Employees: 1600

Phone Number: 603-893-3506

Industry Name: Amusement Park/Theme Park/Water Park

Fax Number: 603-890-2404

Primary Address: 85 N POLICY ST
Salem, NH 03079

Email Address: npocoli@canobielake.com

Status: Awaiting Approval

Billing Address: P.O. Box 190
Salem, NH 03079

Contact Name: Nancy Pocoli

Contact Title: People Manager

Site of Activity: Canobie Lake Park Amusement Park
85 N POLICY ST
Salem, NH 03079

Alternate Contact: Ryan DeMaria

Alternate Title: Operations Manager

Alternate Phone: 603-893-3506 x4102

Hiring Manager Email: npocoli@canobielake.com

Participant Supervisor

Email: npocoli@canobielake.com

FEIN: 02-0242479

**Workers
Comp**

Policy #: WCA0299845-25

Carrier: Acadia Insurance Co.

Available Jobs: Descriptions and Wages

Will you accept participants with all start and end dates?

Yes:

No:

Earliest Start Date:

Latest Start Date:

Earliest End Date:

Latest End Date:

#Students:

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Canobie Lake Park Amusement Park, Salem, NH

October 31, 2024

5/1/2025

6/29/2025

9/1/2025

10/15/2025

70

Hours: Average hours/week: 40+

Average number of 5 days/week:

Pay Range: High: \$16.00/per hour

Low: \$15.00/per hour

Overtime: Overtime available: Sometimes

Overtime hourly rate: Extra hours may be available and would be paid at regular hourly rate as we are a seasonal business.

Meals: Are Meals Provided?: Yes

Explain: All Team Members will receive a 25% discount at select dining locations when working. One onsite restaurant offers a 50% discount to all Team Members; please see manager for details and questions.

English: Level requirement: Great

In what month(s) can participants expect to receive the most hours? June, July, August

In what month(s) can participants expect to receive the least hours? May, September, October

Please Explain: Employer is open to all start and end dates during the dates listed. Business gets busy throughout the summer beginning from Memorial Day weekend through mid-September.

Employer expects participants to work through their DS-2019 Form dates.

Participants will be scheduled for a minimum of 35 hours per week during the months of June, July, and August. All work is weather dependent. If the Park closes for inclement weather, Team Members do not get paid for hours not worked.

During busy times, participants may be scheduled up to 45-60 hours per week.

The last day of employment will be October 15th.

Scheduling will be reviewed in detail during orientations.

The Park's Summer operating schedule will be posted online for the upcoming season by April at: <http://www.canobie.com/plan/park-hours/>

How often do you pay employees?

Weekly

Is job training required?

Yes No

If yes, how long is it?

Varies by job

Are participants paid for training?

Yes No

Are you willing to hire couples?

Yes No

Are you willing to hire groups of friends?

Yes No

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If yes, how many are allowed in the group? 5

Can participants work a second job? Yes No

Do participants complete an additional application form upon arrival? Yes No

This position will provide you the opportunity to interact with American co-workers, customers, or members of your local community. Remember, it's up to you to make the most of your program!

Job Type: Ride Operator

Job Description: Language level required for this position: Excellent

Ride Operators are responsible for the safe and efficient operation of one or more of Canobie Lake Park's rides. Rides are operated by one or more Team Members at a time and involve working outdoors the entire shift in all weather conditions. This is a physical position involving bending over, lifting and, in some cases, navigating stairs.

Team Members must be willing to accept the responsibilities of working with the public, as they will be working directly with Park Guests, including small children and their parents.

Team Members perform all duties of ride operation including:

- Assisting Guests during the loading and unloading procedure; this may occasionally involve the use of stairs or ladders
- Securing safety restraints
- Communicating safety instructions to Guests
- Operating any necessary controls
- Monitoring the ride at all times while it is in motion
- Adhering to the SOP
- Cleaning the entire ride area when needed
- Answering Guest questions
- Providing excellent guest service
- Additional duties as assigned

Ride Operators must be patient, poised, and courteous while working with others. A positive attitude and alertness are required. Rides Operators must be proactive and safety conscious as well as able to interpret both written and verbal instructions. Ride Operators must uphold the safety standards established by Canobie Lake Park; they must adhere to the serious nature of the job and follow strict guidelines. This is a front facing position and Ride Operators should expect to be interacting with others throughout the entirety of their day.

Internal Job Type: Ride Operator

No Students being hired: 20

Age requirement: None

Wage: 15.00/per hour

Details:

Dress Code: Uniform

Canobie Lake Park Amusement Park, Salem, NH

October 31, 2024

Two company shirts and a name tag will be provided to participants at no additional charge. Participants will need to provide their own khaki (tan colored) shorts and pants with white sneakers and white socks. A plain jacket and sweatshirt are recommended. No skirts are allowed due to safety regulations.

Participants should be neat and clean when coming to work. Participants should ask their supervisor if they have any questions about what is suitable.

Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

Job Type: Cashier

Job Description:

Canobie Lake Park Amusement Park, Salem, NH

October 31, 2024

Language level required for this position: Excellent

Food Service Cashiers are responsible for accurately and efficiently processing Guests orders. Registers are operated by one Team Member at a time. This position involves working outdoors for the entire shift in all weather conditions. Team Members are often standing for the duration of their shift; some locations have the option to sit at times. While the position is generally sedentary, Cashiers may be asked to assist with other duties that involve bending over, lifting, and in some cases, navigating stairs. Team Members may simultaneously serve beverages or hand out ready to eat food items, depending on location.

Team Members must be willing to accept the responsibilities of working with the public, as they will be working directly with Park Guests, including small children and their parents.

Team Members perform all cashiering duties including:

- Welcoming Guests and determining their orders
- Processing orders accurately in the POS to ensure Guests are charged appropriate amount
- Accepting cash and accurately returning change
- Relaying orders to kitchen staff
- Ensuring Guests receive the correct order
- Counting money in the cash register at the beginning and end of a work shift
- Responding to Guests questions, issuing receipts, and assisting with Guest concerns and complaints
- Cleaning and arranging patios, service areas, kitchens, etc
- Assisting kitchen staff when needed
- Additional duties as assigned

Food Service Cashiers must have excellent Guest service and communication skills. Strong mathematical skills are preferred and a good understanding of US currency is essential to ensure that transactions are processed correctly.

Internal Job Type: Food Service - Cashier

No Students being hired: 15

Age requirement: None

Wage: 15.00/per hour

Details:

Dress Code: Uniform

Canobie Lake Park Amusement Park, Salem, NH

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Two company shirts, a name tag, an apron, and a hat or visor will be provided to participants at no additional charge. Participants will need to provide their own khaki (tan colored) shorts and pants, with white sneakers and white socks. Jewelry is not allowed to be worn due to health and safety requirements. A plain jacket and sweatshirt are recommended. No skirts are allowed due to safety regulations.

Participants should be neat and clean when coming to work. Participants should ask their supervisor if they have any questions about what is suitable.

Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

Job Type: Food Service

Job Description:

Canobie Lake Park Amusement Park, Salem, NH

October 31, 2024

Language level required for this position: Great

Food Service Attendants are responsible for preparing and distributing a variety of food and beverage offerings throughout the Park's multiple dining locations. This position involves working outdoors in all weather conditions. This position also involves working inside well lit, ventilated kitchens which do get hot, especially in summer months. This position involves bending over, lifting and, in some cases, navigating stairs.

Team Members must be willing to accept the responsibilities of working with the public, as they will be working directly with Park Guests, including small children and their parents.

Team Members perform all attendant duties including:

- Serving and replenishing food from counters, tables, and food belts
- Preparing and breaking down food stations, including condiments and utensils
- Cleaning and sanitizing workstations, counters, steam tables and other equipment, following SOP and food safety standards at all times
- Using cleaning chemicals.
- Brewing coffee and tea
- Reading recipes and/or product directions when preparing food
- Handling meat products; including pork
- Estimating food requirements and placing orders with the warehouse
- Assisting in the preparation of foods and properly storing food, utilizing knowledge of temperature requirements and spoilage
- Inspecting workstations for compliance with service standards
- Keeping records for supplies/equipment as needed
- Operating a cashless register (or equivalent) to receive payments from Guests or Employees

- Interacting enthusiastically with Guests when serving food
- Providing excellent Guest Service to all Guests
- Additional duties as assigned

This position involves collaborating on a team of multiple people to achieve a common goal. Food Service Attendants can expect to switch between many tasks in the kitchen and must be flexible in a fast paced environment.

Internal Job Type: Food Service - Attendant

No Students being hired: 20

Age requirement: None

Wage: 15.00/per hour

Details:

Dress Code: Uniform

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Two company shirts, a name tag, an apron, and a hat or visor will be provided to participants at no additional charge. Participants will need to provide their own khaki (tan colored) shorts and pants, with white sneakers and white socks. Jewelry is not allowed to be worn due to health and safety requirements. A plain jacket and sweatshirt are recommended. No skirts are allowed due to safety regulations.

Participants should be neat and clean when coming to work. Participants should ask their supervisor if they have any questions about what is suitable.

Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

Job Type: Line Cook

Job Description:

Canobie Lake Park Amusement Park, Salem, NH

October 31, 2024

Language level - Great

Food Service Cooks are responsible for preparing a variety of food offerings throughout the Park's multiple dining locations. This position, at times, involves working outdoors in all weather conditions. This position also involves working inside well lit and ventilated kitchens which do get hot, especially in summer months. This position involves bending over, lifting and, in some cases, navigating stairs.

Team Members must be willing to accept the responsibilities of working with the public.

Team Members perform all cook duties including:

- Setting up food stands with all necessary cooking equipment for the day
- Preparing ingredients such as peeling and chopping vegetables, preparing proteins, including pork, organizing ready to eat options, etc
- Operating a variety of kitchen utensils
- Stocking work stations with appropriate materials such as cups, plates, napkins, condiments, etc
- Cooking a variety of food offerings to order and for the line
- Operating machinery such as fryers, grills, steamers, etc
- Ensuring food is prepared to the appropriate temperature
- Storing food properly, utilizing knowledge of temperature requirements and spoilage
- Adhering to all food safety guidelines as outlined in the SOP
- Maintaining a sanitized and orderly kitchen
- Checking quality and expiration of all ingredients used
- Inspecting workstations for compliance with service standards
- Monitoring stock and placing orders to the warehouse when necessary
- Additional duties as assigned

Food Service Cooks must have proven experience as a cook including experience using cutting tools, cookware, and knowledge of cooking procedures including grilling, baking, boiling, etc. This position involves collaborating on a team of multiple people to achieve a common goal. Food Service Cooks can expect to switch between many tasks in the kitchen and must be flexible in a fast paced environment.

Internal Job Type: Food Service - Cook

No Students being hired: 15

Age requirement: None

Wage: 16.00/per hour

Details:

Dress Code: Uniform

Canobie Lake Park Amusement Park, Salem, NH

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Two company shirts, a name tag, an apron, and a hat or visor will be provided to participants at no additional charge. Participants will need to provide their own khaki (tan colored) shorts and pants, with white sneakers and white socks. Jewelry is not allowed to be worn due to health and safety requirements. A plain jacket and sweatshirt are recommended. No skirts are allowed due to safety regulations.

Participants should be neat and clean when coming to work. Participants should ask their supervisor if they have any questions about what is suitable.

Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

Job Benefits (bonuses, incentives):

Free Access to the Park with Employee ID (Weekdays Only & No Holidays)

NEAAPA Pass, which provides free or discounted entry to many amusement parks and attractions in the New England area, is given to all Team Members.

25% off of food while working at specific dining locations.
25% off select retail items at specific retail locations.

Team Member parties in the Park including Midway Madness, Awards Night, Trivia Night, Vegas Night, Screeemfest Kick Off, etc.

Team Member rewards for excellent performance including Team Member of the Week awards, weekly raffles and giveaways, meal vouchers, movie tickets, etc.

Weekly transportation for shopping and other amenities is provided for free. Details to be provided by the personnel department, based on availability and feedback of participants.

Is there a Social Security Admin office near you: Yes

Are you willing to take student to the SSA office?: Yes

SSA office details:

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Employer arranges free transportation to and from the Social Security Administration office for participants approximately 10 days after their DS-2019 Start Date and they are Active in SEVIS. Team Members are assisted with how to apply online and will be taken to the office as many times as needed. For scheduling details and questions, please contact Nancy Pocoli via email at npocoli@canobelake.com.

175 Amherst St Suite 2
Nashua, New Hampshire 03064

Social Security Office Phone Number
1-877-444-0134 or TTY: 1-800-325-0778

Social Security Office Hours
Monday 9:00am - 4:00pm
Tuesday 9:00am - 4:00pm
Wednesday 9:00am - 4:00pm
Thursday 9:00am - 4:00pm
Friday 9:00am - 4:00pm
Saturday Closed
Sunday Closed
Except On Federal Holidays

Participant Requirements

What are the 3 most important qualities you look for in an employee:

Team Player
Honest
Self Motivated

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Please list any special instructions or hiring restrictions by your company (if any):

PLEASE NOTE: Friends and couples are welcome to apply but should not expect to have the same shifts or days off. Housing is assigned based on availability at the discretion of the People manager; friends and couples should not expect to live together as housing is divided strictly by gender.

Canobie Lake Park conducts background checks on all employees; no fee is charged for this service. Details will be reviewed at orientation. Participants are encouraged to bring all questions to the People Manager.

Possession of alcohol or being under the influence of alcohol, or the possession of drugs or being under the influence of drugs while on duty is not tolerated. Canobie Lake Park is a drug-free work place. Testing for illegal drugs or alcohol may be conducted randomly during employment at no charge to the employee.

Orientations are paid and must be completed prior to beginning training or work. As orientations are paid, participants cannot attend orientation prior to their DS-2019 start date. Participants are asked to please remember to bring their passports and DS-2019 form to the orientation. If participants have a Social Security card, they need to bring this document as well.

Completion of orientation upon arrival and documents including necessary US tax forms and the I-9 are required prior to being scheduled for shifts.

Are you interested in being a Greenheart Employer? Yes No

This business has elected to be a member of CCI's Greenheart Club. We encourage all participants placed here to join the Greenheart Club, as well. This can be done via the CCI online application system. You may be expected to participate in an environmental initiative or event, while employed by this business. Don't worry, it will be fun! [Login](#)

Housing Options

You DO provide housing

Sex:

Is the participant required to sign a separate housing contract? Yes No

Is housing provided for the students? Yes

What type of housing is available? Dormitory Shared Apartments Other

Brief description of housing:

Canobie Lake Park Amusement Park, Salem, NH

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Participants will share Park-owned, fully-furnished housing units adjacent to the Park.

Participants will share a room, up to 2 people per room, with separate beds.

Housing accommodations vary slightly but all offer a fully furnished shared living and dining space, full kitchen with all necessary equipment and at least one bathroom for every 5 participants occupying the space. Laundry is included for free in each housing unit.

PLEASE NOTE: Housing is to be assigned based on availability at the discretion of the People Manager.

Friends and couples should not expect to live together as housing is divided strictly by gender.

Participants are required to vacate the housing within 7 days of DS-2019 End Date. If employment is terminated, Team Members have 48 hours to vacate housing.

Please see additional information regarding housing in the "Additional Comments" section.

Address: 85 N POLICY ST

City, State, Zip: Salem, NH 03079

Please check amenities/services provided with the housing, if applicable include additional costs:

<input checked="" type="checkbox"/>	Linens	<input checked="" type="checkbox"/>	Telephone	<input checked="" type="checkbox"/>	Furniture	<input checked="" type="checkbox"/>	Cooking	<input checked="" type="checkbox"/>	Kitchenware	<input checked="" type="checkbox"/>	Microwave	<input checked="" type="checkbox"/>	AC / Heat
<input checked="" type="checkbox"/>	Bed	<input type="checkbox"/>	Air Mattress	<input type="checkbox"/>	Computer	<input checked="" type="checkbox"/>	Internet	<input checked="" type="checkbox"/>	WiFi	<input type="checkbox"/>	Private Bathroom		

Rent of this housing (per participant)? \$90.00 per week

Are housing costs automatically deducted from participants' paychecks? Yes No

Are utilities included? Yes No **Approx. cost of utilities (per participant)?** Not applicable.

Is a housing deposit required upon arrival? Yes (upon arrival)

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Security deposit of \$500 is required upon arrival; details to be provided directly to participants upon being hired.
Security deposits will only be accepted in cash.

Deposit is fully refunded if housing is left in the condition it was given, participants works through their DS-2019 End Date, and no disturbances are reported during the time of occupancy; an inspection is to be scheduled before departure.

PLEASE NOTE: Housing leases are secured for a period of time that matches each participant's program dates; participants are expected to stay in the housing for the duration of their program dates. Deposit may be forfeited if participants leave without the notice listed in the Housing Guidelines.

Participants are required to vacate the housing within 7 days of DS-2019 End Date. If employment is terminated, Team Members have 48 hours to vacate housing.
Please see People Manager with any questions.

How will the deposit be refunded to the participant (final paycheck, etc.)? Cash

Transportation To and From Work

How far is this housing from the job site? Onsite Varied depending on assigned housing
How will the student get to and from work? Walking
What is the approximate ONE WAY travel time to work? Approximately 10-15 minutes
What is the approximate ONE WAY travel cost to work? \$0.00

Participant Travel to Business

Participant should contact you: Upon boarding: Upon arrival:
Employer's Emergency phone number: 603-426-0015
Security Line - on call team

Canobie Lake Park Amusement Park, Salem, NH

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PLANE

(Participants should book tickets directly through an airline or travel agent.)

Arrival to (city, airport): Boston Logan Airport, Boston, MA (BOS)

Preferred Arrival Time: Morning

Will participant be picked up from the airport? Yes No

If so, by who? Canobie Lake Park Team Member

How far from the airport is your place of business? 40 miles

Special instructions/comments regarding participant's arrival:

Employer will only pick up participants and drop participants off at Boston Logan Airport, MA (BOS).

Participants MUST contact Nancy Pocoli via email at npocoli@canobelake.com with the exact arrival date, time and location; preferred arrival time is before 8:00pm. Participants must contact the employer with their travel plans 2 weeks prior to coming to the United States. Participants must make employer aware of any changes in their travel plans immediately so arrangements can be changed accordingly. The more specific the information provided, the better; we prefer flight numbers when possible.

Upon arrival, participants should communicate via email that they have arrived. Once participants have exited the airport, they should go outside of the baggage claim doors and meet the representative in the smaller parking lot, NOT THE PARKING GARAGE.

Participants should look for a large van with signage reading "Canobie Lake Park;" the exact sign or meeting spot will be confirmed with participants directly via email upon confirmation of arrival.

Community Profile

This information will help students to know what to expect upon their arrival and help them prepare for their Work and Travel experience.

How would you describe your area? Small Town Touristy in the summer

Please provide a brief description of your community: Salem, NH mixes small town, rural living with the advantages offered by a city. Salem is most well known for it's SHOPPING! New Hampshire does not have sales tax. Shopping outlets, a large mall, and other shops are within walking distance from housing.

Add to that being located in "the most livable" state in the country, one of the most favorable business climates anywhere, easy access to Boston (not to mention the entire Northeast and Canada).

Is there anything special that students should bring? Participants must bring khaki (tan colored) shorts and pants with white sneakers/socks for work. A plain jacket and sweatshirt are recommended for cold days. Participants should prepare for high temperatures and bring the appropriate clothing.

If participants have any questions regarding specific items that they would like to bring, they can contact the People Manager via email at npocoli@canobelake.com.

What are the seasonal temperatures?

Spring: 0 - 70 degrees F

Summer: 75 - 95 degrees F

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Fall: 45 - 75 degrees F

Winter: 0-30 degrees F

What is near work?

Transportation Depot:	✓	On foot		In town / by public transport		Requires a car	N/A
Food/Super Market:	✓	On foot		In town / by public transport		Requires a car	N/A
Shopping Mall:	✓	On foot		In town / by public transport		Requires a car	N/A
Post Office:	✓	On foot		In town / by public transport		Requires a car	N/A
Bank:	✓	On foot		In town / by public transport		Requires a car	N/A
Public Library:		On foot		In town / by public transport	✓	Requires a car	N/A
Movie Theater:		On foot		In town / by public transport	✓	Requires a car	N/A
Restaurants:	✓	On foot		In town / by public transport		Requires a car	N/A
Fitness Center/Gym:		On foot		In town / by public transport	✓	Requires a car	N/A
Sports/Recreation Facility:		On foot		In town / by public transport	✓	Requires a car	N/A
Nightlife:		On foot		In town / by public transport	✓	Requires a car	N/A
Laundromat:		On foot		In town / by public transport	✓	Requires a car	N/A
Internet Access:	✓	On foot		In town / by public transport		Requires a car	N/A

Indicate other nearby activities:

Nearby activities and attractions include Rockingham Park, Hampton Beach, America's Stonehenge, 30 minutes from Boston, 4 hour train ride to New York City, and many other East Coast destinations. Participants will be interacting with both Americans and foreign tourists on a daily basis, and will have many opportunities to make friends and improve their English skills.

Public transportation is not available locally. However, the employer will coordinate weekly transportation to amenities.

****PLEASE NOTE: The employer can only guarantee transportation that is coordinated with a minimum of 3 day advanced scheduling.

Schedule options, details and other information, to be reviewed at participant orientation.

List of interesting area websites:

<http://www.canobie.com>

www.townofsalemnh.org

http://en.wikipedia.org/wiki/Salem,_New_Hampshire

https://www.tripadvisor.com/Tourism-g46218-Salem_New_Hampshire-Vacations.html

<http://www.visitnewengland.com/all/>

Is there wireless internet available?

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Yes, wireless internet is provided in the housing for free. Participants must provide their own laptops or wireless devices.

Additionally, WiFi is available at local cafes and restaurants.

Public libraries may have desktop computers for personal use. The main public library is located at:

Kelley Library
234 Main St.
Salem, NH 03079
603-898-7064
www.kelleylibrary.org

WiFi is not available while at work or during scheduled breaks throughout the workday.

Additional Comments:

Reminders on Hours and Positions:

- Participants are hired for a specific position and are expected to remain in that role throughout the summer.
- Employer expects participants to work through their DS-2019 Form End Dates. If participants do not work through the end of their DS-2019 Form dates, they will forfeit their housing security deposit. The last day of employment will be October 15th or DS-2019 End Date, whichever is earlier.
- Participants will be scheduled for a minimum of 35 hours per week during the months of June, July and August. All work is weather dependent. During busy times, participants may be scheduled up to 45-60 hours per week, depending on the weather. Different positions will offer different amount of hours throughout the summer.
- Scheduling will be reviewed in detail during orientations. The Park's Summer operating schedule will be posted online for the upcoming season by April at: <http://www.canobie.com/plan/park-hours/>

Important Housing Information:

Please read this section carefully as it contains essential information about the housing accommodations. As housing is located onsite or very near to the Park; the information of "What is near work?" applies to housing. All houses are within walking distance to the park. All houses have a common room with a full kitchen and WiFi and cable is included in all houses.

2025 On-Site Housing Guidelines:

Participants will share Park-owned, fully-furnished housing units adjacent to the Park.

Participants will share a room, up to 2 people per room, with separate beds.

Housing accommodations vary slightly but all offer a fully furnished shared living and dining space, full kitchen with all necessary equipment and at least one bathroom for every 5 participants occupying the space. Laundry is included for free in each housing unit.

PLEASE NOTE: Housing is to be assigned based on availability at the discretion of the People Manager. Friends and couples should not expect to live together as housing is divided strictly by gender.

Participants are required to vacate the housing within 7 days of DS-2019 End Date. If employment is terminated, Team Members have 48 hours to vacate housing.

Team Members are expected to sign an additional housing agreement; the information contained in the housing agreement follows:

Welcome to Canobie Lake Park! We are excited to have you join our team for the 2025 season. To ensure the safety and comfort of all on-site housing Team Members and our community, we would like to make you aware of some

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general information and guidelines. All on-site housing Team Members are responsible for knowing, understanding, and complying with the policies and procedures outlined below; violators of any of the policies or procedures will be subject to Canobie Lake Park's disciplinary action plan.

Move-In / Move-Out: Following the successful completion of paperwork a member of the Personnel Department will collect a security deposit, assign a home and room, and assist with the move-in process.

Keys: One key will be issued per Team Member in each home. In addition to the house key, Team Members will be issued one key to open their designated access gate. For the safety of all Team Members in the home, care must be taken to ensure that the key is not lost or stolen. Lost keys must be reported immediately to the People Manager. Keys must be returned at the end of occupancy during the final inspection.

Security Deposits: A security deposit of \$500 is required upon arrival. The security deposit can be partially or fully forfeited should any damage be done to the property. The amount forfeited will be calculated based on damages found during a final inspection of the home with a member of the Personnel Department on the day of departure. An inspection will be done any time an on-site Team Member vacates a space. All Team Members in the house will be held equally responsible for any damage done to shared spaces or property and individual Team Members will be held solely responsible for damage done to assigned personal spaces or property. The security deposit can be partially or fully forfeited should an on-site Team Member voluntarily leave their position before the end of their contract date or be terminated. The security deposit can be partially or fully forfeited should an on-site Team Member cause unruly disturbances outside of quiet hours, as defined in Section 7 Part E of these guidelines, resulting in complaints made by members of our neighborhood. The security deposit will be fully refunded if housing is left in the condition it was given, Team Members work through the end of their contract date, and no disturbances are reported.

Assignments: The People Manager makes all housing and room assignments. Great care and consideration is taken when placing on-site Team Members to ensure that all of our Team Members are safe and comfortable with their living arrangements. The housing questionnaires that are shared with on-site Team Members after a position has been accepted are heavily considered when making placements. We reserve the right to fill a vacancy, consolidate room assignments, or make placement changes based on housing needs at any time; Team Members will be given 48-hour notice on all changes and assistance with relocation will be provided should a change be necessary.

Roommates: Our expectation is that everyone will live together in a professional, courteous, and respectful way. Team Members sharing a space are encouraged to have a conversation with their roommates at the start of the placement about their housing expectations. Team Members can request that the People Manager be present for this conversation to assist if needed. Should there be any concerns regarding housing, they should be brought to the attention of the People Manager immediately so a solution can be identified before the situation escalates. The first attempt at remediation will be the completion of a roommate agreement.

Roommate Agreements: We recognize that living with others presents opportunities as well as challenges. The first step in mediating a housing concern is to establish a written roommate agreement with the assistance of the People Manager. The agreement will establish living expectations explicitly and will provide structure for roommates who may be struggling to communicate their needs with one another.

Change Requests: If every effort has been made to mediate a situation and a resolution is not found, a housing change may be considered as a solution. A housing change is only considered once all other potential solutions have been exhausted.

Rent: Each Team Member is responsible for paying \$90 per week in rent for the duration of their contract. Rent is automatically deducted from each Team Member's paycheck weekly beginning on the first full week (40+ hours) of work and until the last week of work. While we do not anticipate a need for a rent adjustment, we reserve the right to change the weekly rent at any time. Team Members will receive TWO weeks notice on rent changes should the situation arise.

Contract Start and End Dates: Team Members are eligible to move in 4 days prior to their contract start date. Team Members are expected to vacate their home within 7 days of their contract end date. Extensions may be granted on a case by case basis but must be approved by the People Manager.

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Contract Termination: In the event that employment is revoked or terminated, an on-site Team Member will have 48 hours to vacate their home. If termination is a result of a housing violation and/or the safety of other Team Members or members of the community is a concern, housing will be revoked immediately. Transportation to the Boston area and up to one overnight stay in a hotel can be arranged, if appropriate, to give time to arrange further transportation.

Facilities: Our Maintenance Department reviews and repairs any damages to all living spaces before the arrival of on-site Team Members. They are available to assist with regular wear and tear maintenance as well as any accidental damage done throughout the occupancy of the space.

Inaccessible Areas: For your safety, only access or attempt to access parts of the home for which you have been granted access to; do not enter secure storage areas or attached apartments.

Work Orders: If you are experiencing issues with heating, plumbing, air conditioning, electricity, cable, internet, or phone, please email the People Manager and a member of the Maintenance team will be dispatched to assist. In the event that your home loses power and/or there is unexpected water shut off, please contact the People Manager via phone call immediately. If you are unable to reach the People Manager, please contact the 24-hour Security team.

Provided Items: Each home is equipped with all basic necessities for each Team Member. Bedrooms have sheets, pillows, and blankets for each bed. Bathrooms have shower curtains, if necessary, and towels. Kitchens have all basic cooking tools including pots, pans, cutting boards, knives, plates, bowls, and utensils. Living spaces have a TV, couches, and a dining space.

Cable/WiFi/Phone: The homes are equipped with cable and internet that Team Members can connect to on personal and mobile devices. Each home has a phone which can be used to make calls within the United States. Do not use the phone to make paid calls or international calls.

Personal Items: On-site Team Members are encouraged to bring any additional or specific items that they may personally need. All personal items that are brought or purchased during the time of occupancy must be taken upon departure. Any personal items left behind will be disposed of following vacancy.

Custodial: Our Custodial Department cleans and prepares the home before the arrival of our on-site Team Members. It is the responsibility of our on-site Team Members to conduct regular upkeep throughout their time in the home. Maintaining a clean environment is required to ensure the comfort and safety of all on-site Team Members sharing the home.

Cleaning Items: A starter supply of cleaning tools, including a broom and dust pan, a vacuum, a mop, cleaning solutions, sponges, gloves, and paper towels will be provided. If your home is missing any necessary tools to maintain a clean and safe environment when you move-in, please email the People Manager and the proper tools will be provided. A small starter supply of disposable items such as toilet paper, paper towels, and tissues will be provided at the start; on-site Team Members are expected to purchase their own supplies for their home once the starter supply runs out. On-site Team Members are responsible for replenishing disposable items such as paper towels, toilet paper, gloves, sponges, etc, when they run out. On-site Team Members are expected to create an equitable schedule amongst themselves for maintaining their home.

Trash: Removal of trash at each home is conducted by our Team twice a week on Mondays and Thursdays. All trash should be placed in bags and then in the outdoor receptacles and the lid should be closed. Do not leave trash or debris inside the house at any time. Food waste should be disposed of in trash receptacles and NOT down the drain in either sinks or toilets. Feminine products should be disposed of in the trash receptacles. Expired food will be considered trash unless you have specifically marked it otherwise and will be disposed of if found.

Security: Our Security Department is available and on site 24/7 to ensure that all of our Team Members are safe. To reach our on-site, 24-hour Security team, please call 603-426-0015. In the event of an emergency, please call 911.

Doors and Windows: We ask our on-site Team Members to do their part in keeping themselves and their housemates safe by locking all doors and windows whenever the home is not occupied.

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Safety Equipment: All homes are equipped with features to keep Team Members and their guests safe including smoke detectors, heat detectors, carbon monoxide detectors, and alarm systems. Do not remove or tamper with these safety devices. If these devices are tampered with, they will be considered defective and will need to be replaced. Tampering with devices can result in a partial or full forfeiting of the security deposit. If an alarm is going off or beeping, please call 603-426-0015.

Carbon Monoxide Detector: If this alarm is going off, please exit the home immediately and call 603-426-0015.

Community & Neighbors: Canobie Lake Park is a good neighbor and we ask that all our on-site Team Members are as well.

Accessing the Park: All housing accommodations are a safe, short walk to Canobie Lake Park and on-site Team Members are responsible for transporting themselves to their scheduled shifts. Each housing option has a designated path that should be followed when walking to and from Canobie Lake Park and a designated access gate where on-site Team Members can enter from; these paths are identified to keep you safe and shorten the distance of your walk. On-site Team Members will receive a map of the walking path and entry point for their home when they receive their keys.

Rules of the Road: On-site Team Members have access to several shopping centers and dining locations within a walking distance. On-site Team Members are responsible for walking on the sidewalks, crossing in crosswalks only, and respecting all of the rules of the road when traveling on foot. Do not walk through the lawns of neighboring homes at any time or walk on other people's property; only use public walkways to get from one place to another.

Guests: A guest is considered any person present at an on-site housing location that is not assigned as a resident of that space; this includes on-site Team Members assigned to a different home on our property. All guests must be over the age of 18; do not invite anyone under the age of 18 into your home for any reason at any time. Number of guests should be limited to one guest per two on-site Team Members at a time. This is to ensure that a safe occupancy level is maintained at all times.

Responsibility with Guests: Be mindful when inviting guests to your home. You are responsible for your guests and their actions; if they behave inappropriately or violate any of the policies and procedures outlined in this guideline, the on-site Team Member who invited the guest onto the property will be held equally responsible for the violation.

Roommates & Guests: Communicate with all roommates about any guest that is being invited into the home and respect your roommates concerns and wishes regarding guests. If a roommate is made uncomfortable by a guest or simply does not want to have guests over at a given time, do not invite guests into your home.

Overnight Guests: Overnight guests are not permitted; if you have any questions regarding this policy, please speak directly with the People Manager.

Outdoor Spaces & Activities: Do not leave any equipment or unsightly items in view of other residents; examples of this include, but are not limited to, lawn chairs in the front yard, trash on the lawn, driveways, or streets, etc. All indoor furniture must remain indoors and should not be brought out onto patio areas or the front/back lawns. All outdoor activities should be limited to the on-site Team Members residing in the home. All gatherings including guests should be limited to inside the house; on-site Team Members are expected to behave responsibly.

Quiet Hours: Part of being a good neighbor is not causing excessive noise or disturbances outside the home. Quiet hours are in effect between the hours of 10:00 PM and 7:00 AM; noise made inside the home should not be audible outside the home during quiet hours to be respectful to other residents in the neighborhood.

Prohibited Items: To ensure the safety of our on-site Team Members, we have policies regarding the consumption of drugs and alcohol on our property aligned with the federal and state laws.

Alcohol Policy: The minimum legal drinking age when an individual can purchase or consume alcohol in the United States is 21 years. If any person residing in a house is under the legal drinking age, the consumption of alcohol in that

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home by all persons is prohibited. If all persons living in a house are over the legal drinking age, the consumption of alcohol in that home is permitted so long as it is consumed in a responsible fashion. We reserve the right to revoke this privilege at any time should the consumption of alcohol impact the safety of our Team Members, our neighbors, or our guests.

Smoking Policy: There is no smoking of any kind in any of the homes at any time. The use of tobacco products is allowed on the property so long as it is done outdoors and at least 25-feet away from doors and windows to prevent the smoke from entering the home. The use of marijuana products is illegal in the State of New Hampshire and prohibited on all our property.

Right to Enter: Members of our team reserve the right to enter the property at any time should they need to conduct maintenance or inspections. Reasons for entry include, but are not limited to, completing work orders, housing inspections, noise violations, reports of safety concerns, trash removal, etc. Our team will make every effort to schedule work while most occupants are not at home and will provide advance notice when possible. Our team will make every effort to respect your privacy and will only access areas necessary to complete their work. We expect that our on-site Team Members will respect the time and effort of our team and allow them the space and time necessary to complete their work.

Housing Inspections: Housing inspections will be conducted regularly by the People Manager to ensure that all guidelines are being followed. The People Manager reserves the right to conduct these inspections announced or unannounced at any time throughout the occupancy. The results of the Housing Inspection will be communicated with all Team Members residing in the home; a receipt of the results will be left in the home following the inspection.

Transportation:

Arrival/Departure: The Personnel Department will assist on-site Team Members in coordinating transportation from the airport to their home upon arrival and from their home to the airport upon departure. It is the responsibility of the on-site Team Member to communicate with the members of our team when they need to be picked up and dropped off with at least 72-hours notice in order for us to properly prepare for the transportation needs.

Initial Needs: The Personnel Department will coordinate transportation for each on-site Team Member to a local bank, grocery store, and the mall upon their arrival to assist their transition and help them prepare for their first day of work. Within the first two-weeks of arrival, transportation will be coordinated for all on-site Team Members to apply for their Social Security cards.

Throughout the Program: On-site Team Members can request transportation weekly to off site locations to meet their needs and our team will work to honor those requests. As we are responsible for meeting the needs of all on-site Team Members, we may not always be able to honor all transportation requests on a Team Member's preferred timeline. In the event that a request is not an emergency AND our staff is unable to accommodate an on-site Team Member on their preferred timeline, other options for transportation include, but are not limited to: Salem, NH Taxi Service Uber and Lyft Service Boston Express Bus Service.

Mail: If you are to receive mail, please do not address it to the house directly. All mail, packages, etc. should be addressed to: Canobie Lake Park Attn: (YOUR NAME) P.O. Box 190 85 North Policy Street Salem, NH 03079 Mail is delivered to the post office and is retrieved daily. On-site Team Members can pick up their mail and packages at the Main Office. Packages that arrive after 11:00 AM will generally be available for pick up the following day. Canobie Lake Park is not responsible for any lost or stolen mail; if you are missing a package, please contact the delivery service for further information.

Disciplinary Action Plan: Should an on-site Team Member violate any of the policies and procedures outlined in this housing agreement, they are subject to disciplinary action according to our disciplinary action plan. Our disciplinary action plan ensures that all Team Members are treated fairly and is put into place to ensure that our highest standards are being met. While the plan is outlined as a three step process, Managers reserve the right to escalate disciplinary action to any step depending on the severity of the infraction and safety concerns of other Team Members, neighbors, and/or guests.

Step 1 - Verbal Warnings/Coaching: When a concern is identified or a policy is violated, the Team Member may

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receive a verbal warning to correct the behavior and will receive some coaching on how to prevent the violation from reoccurring.

Step 2 - Written Warnings/Suspension/Probation: If a concern persists following a verbal warning OR if a Team Member is found in violation of a policy for a second time, the Team Members may receive a first written warning with specific corrective actions. Should the concern continue to persist following the first written warning OR if the Team Member is found in violation of a policy for a third time, the Team Member may receive a second written warning and may be suspended for a period of time dependent on the severity of the infraction and determined by the Manager.

Step 3 - Dismissal: If a concern continues to persist following a suspension OR if a Team Member is found in violation of a policy following a suspension, the Team Member's employment will be terminated.

Information about the houses:

We have 14 housing arrangements that Team Members may be placed in. Team Members are assigned to the housing and cannot choose which house they would like to live in.

We do ask that all Team Members complete a housing questionnaire after signing their job offer.

This questionnaire is used to best match Team Members with housemates whose interests align. Team Members that do not complete this questionnaire will be assigned at random. Team Members can request to live with other hired participants OR in a specific home; however, while we will take the requests into consideration, we make no guarantees that requests will be honored. All housing arrangements are decided by the People Manager and any concerns can be brought to their attention. Additional information about each housing arrangement can be found below.

71 N POLICY ST Salem, NH 03079 - 5 Bedrooms, 2 Bathrooms - Houses a MAX of 10 Team Members. This home has a fully furnished kitchen, dining room, and living room.

71A N POLICY ST Salem, NH 03079 - 1 Bedroom, 1 Bathroom- Houses a MAX of 2 Team Members. This home has a fully furnished kitchen and living room.

73 N POLICY ST Salem, NH 03079 - 2 Bedrooms, 1 Bathroom - Houses a MAX of 4 Team Members. This home has a fully furnished kitchen, dining room, and living room.

84D N POLICY ST Salem, NH 03079 - 3 Bedrooms, 1 Bathroom - Houses a MAX of 5 Team Members. This home has a fully furnished kitchen, dining room, and living room.

84U N POLICY ST Salem, NH 03079 - 2 Bedrooms, 1 Bathroom - Houses a MAX of 4 Team Members. This home has a fully furnished kitchen and living room.

113 N POLICY ST Salem, NH 03079 - 4 Bedrooms, 1 Bathroom - Houses a MAX of 5 Team Members. This home has a fully furnished kitchen and living room.

115 N POLICY ST Salem, NH 03079 - 3 Bedrooms, 1 Bathroom - Houses a MAX of 5 Team Members. This home has a fully furnished kitchen, dining room, and living room.

5 W DUSTON RD Salem, NH 03079 - 2 Bedrooms, 1 Bathroom - Houses a MAX of 4 Team Members. This home has a fully furnished kitchen, dining room, and living room.

8 W DUSTON RD Salem, NH 03079 - 3 Bedrooms, 1.5 Bathrooms - Houses a MAX of 5 Team Members. This home has a fully furnished kitchen, dining room, and living room.

11 W DUSTON RD Salem, NH 03079 - 5 Bedrooms, 2 Bathrooms - Houses a MAX of 10 Team Members. This home has a fully furnished kitchen, dining room, and living room.

12 W DUSTON RD Salem, NH 03079 - 4 Bedrooms, 2 Bathrooms - Houses a MAX of 8 Team Members. This home has a fully furnished kitchen, dining room, and living room.

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12A W DUSTON RD Salem, NH 03079 - 2 Bedrooms, 2 Bathrooms- Houses a MAX of 4 Team Members. This home has a fully furnished kitchen and living room.

16 W DUSTON RD Salem, NH 03079 - 3 Bedrooms, 1 Bathroom - Houses a MAX of 5 Team Members. This home has a fully furnished kitchen, dining room, and living room.

6 MCGRATH ST Salem, NH 03079 - 3 Bedrooms, 1 Bathroom - Houses a MAX of 5 Team Members. This home has a fully furnished kitchen and living room.

Reminders on Transportation:

Please contact the Personnel office for the transportation schedule; this will be posted to accommodate all work schedules. All Team Members will have an opportunity to receive transportation weekly to the grocery store and to locations they need to meet all basic needs including Walmart, the bank, and the post office.

Monthly trips will be scheduled to local attractions, for example the beach, Boston, the White Mountains for hiking/sightseeing, and more based on feedback of participants. If participants have suggestions or ideas on activities that they would like to do, they are encouraged to contact the People Manager.

General Reminders:

Participants will be meeting new people and interacting with Americans at work and on their time off. This area receives many tourists so participants will be able to interact with local Americans and visitors on a daily basis. Experiencing American culture will be part of participants' lives while living in this seasonal area.

Participants whose employment is terminated (involuntarily or voluntarily) have 2 weeks from the last day of work to find a new job and to submit a valid and complete Self-Arranged Job Offer (SAJO) to Greenheart Exchange for consideration. If the participant fails to submit a SAJO within the two-week deadline, Greenheart Exchange will shorten the participant's program.

If Greenheart Exchange rejects the SAJO, the participant has one (1) business day to resubmit a new or a revised SAJO, based on the directions received from Greenheart Exchange. Information about prohibited jobs for SWT program participants can be found at <https://greenheartexchange.org/host/host-hire-seasonal-staff/#/tab/regulations>.

If the participant no longer has housing, the participant must look for permanent housing immediately, and within two weeks must secure permanent housing that complies with Greenheart Exchange's Housing Guidelines. The new housing address must be submitted to Greenheart Exchange within 24 hours of any change of address.

For additional cultural opportunities, Greenheart Exchange suggests that participants join the Greenheart Club at <https://greenheartclub.org>. Through the Greenheart Club participants can connect with each other, ask questions, find volunteer opportunities, take courses, and access resources. Participants can also access the Greenheart Club through the link in the lower righthand corner of their Greenheart Exchange Online (GEO) landing page at <https://geo.greenheart.org/> Participants should also check out the Visit The USA website at <https://www.visittheusa.com>.

Any questions regarding anything in this placement agreement can be directed to Canobie Lake Park's People Manager.

Nancy Pocoli
People Manager
Canobie Lake Park
603-893-3506 ext. 4123
npocoli@canobelake.com

Please feel free to attach any other additional information.

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